



# Warren County Ohio TELECOM Matters

our monthly newsletter of things that matter. all things Telecom.

In honor of National Police week and the WC Annual Police Memorial Service, in May, 2023, TELECOM gives recognition to those who serve and to the Warren County fallen heroes.

## REMINDER: MONTHLY MAINTENANCE

Wednesday, June 21, 2023

\*CentralSquare maintenance 5:00am - 8:00am

\* Monthly maintenance 5:00pm- 8:00pm

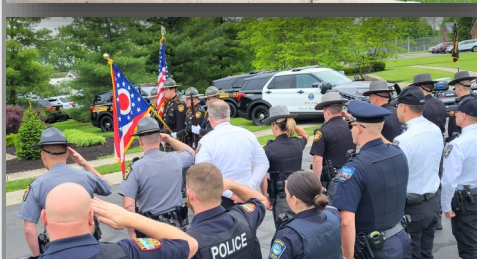
<https://status.wcpsn.net/>

## ESO Update

- NEMSIS submissions have begun. You will receive an email from Joe Newton confirming your total EPCR records before sending them on to ESO.
- Please see Technical Bulletin for ESO Version Update Procedure [HERE](#)

## Warren County Annual Police Memorial Service

On Monday, May 15, 2023, the WC Police Chiefs Association honored the county's seven fallen officers at the Annual Warren county Police Memorial, held in conjunction with National Police week this



May. Telecom, as well as WC employees and the public, attended this Ceremony. Chief Deputy Barry Riley shared the spirit of service, as well as his stories about the sacrifices that so many make each and every day. We were reminded that, with his story of his dear friend and fallen fellow-officer, Sergeant Brian Dulle, of how these brave men and women do sacrifice their own safety to protect our community.

## LOOKING AHEAD | Wireless Priority Service

Wireless Priority Service (WPS) was developed to address the emergency response and national security community's growing need for priority communications when excessive call volumes exist. With Public Safety relying on cellular communications services on a daily basis to perform critical national security and emergency preparedness functions, including those areas related to safety, maintenance of law and order, and public health, **you need WPS**. Warren County Offices Public Safety Phones have it turned on, they just need to know how to use it. By dialing \*272 on your WPS enabled device, your call receives a calling queue priority over regular calls, thereby greatly increasing the probability that your cellular call will get through the network, even with congestion.

This program can be extremely beneficial during a large planned events that occurs (like a Presidential visit), a major disaster or an attack in which the public telecommunications networks are congested by high call volumes and/or damage to the telecommunications infrastructure.

The Cybersecurity and Infrastructure Security Agency (CISA) Priority Telecommunications Services **"PTS Dialer" app** provides a streamlined way of making priority calls. The PTS Dialer provides easy access to the following services:

- Wireless Priority Service (WPS) - priority calling when cellular networks are congested
- Government Emergency Telecommunications Service (GETS) - priority calling when landline networks are congested.

### BENEFITS:

Easy to use in emergency conditions, it significantly reduces user dialing errors, it speeds up calling process, and offers choice of call type: WPS, GETS, or WPS+GETS

To upload the app, visit this [LINK](#).

If you feel your department would benefit from this service call us to discuss getting a GETS/WPS card. 513-695-HELP

## CRASH REPORT | COMMON ERRORS

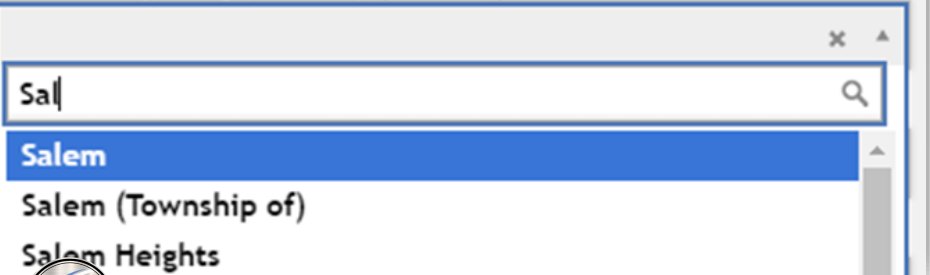
We have been reporting crashes to the State for some time now and it is working extremely well. I have monitored the reports and found a few common errors among all the agencies.

**MODEL of the Unit involved** While drop and drag is handy, the field of MODEL is not compliant with the crash report standards. The model for the crash should be the specific vehicle of the make of car. Unfortunately, the BMV and the Ohio Department of Public Safety are not on the same page. Use the drop-down menu for this. According to the manual, if the Model is not listed, unknown is the appropriate answer.

**DIRECTION FROM REFERENCE** This entry is located under the Event Section about half-way down the page. I believe this is simply an oversight because it is left blank-a lot.

**LOCATION: CITY, VILLAGE, TOWNSHIP (STATE LIST)** I am not sure that this has been explained well. If you are reporting a crash within the area of a TOWNSHIP, you must have the entry include the name of the township and the words (**Township of**). A good example of this is Salem. Ohio has the City of Salem in Northeast Ohio and Salem Township in Warren County. Entering Salem causes the report to fail because it is not within our boundaries. The same can be said for our other townships of Clearcreek, Franklin, Hamilton, Turtlecreek. All are names of either a village or city within Ohio.

Location: City, Village, Township (State List)

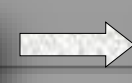


## WINDOWS and MOBILE DATA COMPUTERS/ LAPTOPS

It is time to start thinking about Mobile Data Computer /MDC (**Mobile Data Computer - Any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion)**) and their future with the upcoming Windows 11. The end date for Telecom's use of Windows 10 will be July 31, 2025. We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware. As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.

Here are the current systems from Panasonic Toughbook line:

- ◆ G2 - CF20 replacement [CLICK HERE](#)
- ◆ CF-33 [CLICK HERE](#)
- ◆ FZ-55 [CLICK HERE](#)
- ◆ CF-40 - Fully-rugged FZ-55 (No one has yet) [CLICK HERE](#)



Need help? [Help@wcoh.net](mailto:Help@wcoh.net) 513-695-HELP

June 2023



# Warren County - Ohio TELECOMatters

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## Ohio EMS Star of Life Awards Ceremony on May 24, 2023.

The **EMS Star of Life Awards** are presented by the Ohio Chapter of the American College of Emergency Physicians, the State Board of Emergency Medical, Fire, and Transportation Services, and the Ohio Department of Public Safety, Division of Emergency Medical Services.

The EMS Star of Life Awards recognize outstanding achievements and honor those in Ohio's EMS system whose accomplishments rise above the day-to-day excellence of the system. Each day in Ohio, EMS providers save lives and perform countless noteworthy acts of caring, kindness, and service to their community. These awards are a tribute to those individuals and organizations whose overall contributions go beyond their basic duties and responsibilities and who represent the finest traditions of our profession.

The Awards Selection Panel evaluates nominations based upon achievement of excellence in areas of patient care, public access, public education and training, disaster preparedness, and outstanding service to their communities. This award recognizes individuals and agencies for remarkable life-saving efforts and exceptional patient care performed during a call. Recipients are selected from throughout Ohio. This awards program reunites patients with their EMS providers at the ceremony.

On May 24, 2023, **Clearcreek Fire District, Miami Valley Careflight, and Warren County Communications** were recognized for their teamwork and lifesaving efforts provided to Clearcreek Township Police Officer Eric Ney when he was shot on 7/12/2022.

This remarkable story can be viewed [here](#).



## Fire Department Instructors Conference (FDIC)

A group of Telecom team members attended the FDIC Conference last month to see the most innovative products and services, as well talking to education leaders with fire and rescue backgrounds. Attendees included Fire Department personnel from all over the world wanting to see the latest and greatest in the Fire Department world.



## WE ARE hiring!

Open positions:

- Infrastructure Systems Supervisor

Apply [here!](#)

Join our TELECOM team!

Apply online @

## Telecom Important Dates | JUNE 2023

Happy Work Anniversary and Happy Birthday!



William Cornett  
2 years!



Kim McKinney and Lisa Hicks



**#TCKUDOS** Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to you and your Supervisor/Department Head.

If you know of someone from Telecom that has gone over and above, please take the time to nominate them! [VOTE](#)

CONGRATS Joe Newton, Josh Moyer, Alex Wicker, Lisa Hicks, Tyler Blair and Jessica Johnson!

**#TCKudos**  
To: Jessica Johnson  
From: Lisa Hicks  
Dept: ALPHA  
Date: 5/22/2023

**#TCKudos**  
To: Tyler Blair  
From: Dustin Flint  
Dept: Telecom  
Date: 5.19.2023

**#TCKudos**  
To: Alex Wicker  
From: Dustin Flint  
Dept: Telecom  
Date: 5.19.2023

**#TCKudos**  
To: Josh Moyer  
From: Lisa Hicks  
Dept: Delta  
Date: 5/2/2023

**#TCKudos**  
To: Joe Newton  
From: Lisa Hicks  
Dept: Delta  
Date: 5/2/2023